

JOB DESCRIPTION

Role / Title: Resource Officer, Learning and Participation

Reports to: General Manager, Learning and Participation

Role Context:

Ballet and opera capture the deepest emotions and tell universal stories. The Royal Opera House (ROH) wants to share these life-changing artforms and their power to move and excite with as many people as we can. We are home to two of the world's great artistic companies – The Royal Opera and The Royal Ballet - performing world-class opera, ballet, music and dance live on stage in our iconic theatres in Covent Garden accompanied by the Orchestra of the Royal Opera House. We reach out to audiences across the UK and internationally through ROH Cinema and digital content on other platforms.

Learning and Participation (L&P) is central to ROH's mission, aiming to inspire the creativity of individuals and communities across the country and in our Covent Garden and Thurrock homes. Our extensive programme encourages participation and deepens learning, offering people of all ages the chance to discover and question our artforms and create their own responses to opera and ballet. Our ambition is to ignite interest and passion in our artforms, open up opportunities to diversify the talent pipeline and build a culturally literate and creative nation.

Overall purpose of the job:

This key role works alongside the General Manager on the business, administration and financial management of the ROH Learning and Participation programme to ensure the smooth running of the offices and efficient running of the programme. To implement the centralised administrative procedures and systems of the ROH, liaising with key departments to ensure L&P needs are met and the department is compliant with all ROH policies and procedures. To ensure good practice in budget and office management.

Key Accountabilities:

Financial management

- Work closely with General Manager on the monitoring of all budgets, ensuring that all budgets and forecasts are accurate, advise on coding and produce financial reports as necessary;
- Manage weekly and monthly payroll across L&P;
- Manage Overheads budgets in close collaboration with General Manager;
- Manage petty cash, internal catering costs, Box Office, taxis, expenses and subscriptions.

Data monitoring

- Assist the General Manager to manage systems for data collection on all projects, analyse and prepare statistical reports for Arts Council and other funders;
- Work with General Manager to create and manage centralized records of all project evaluations, case studies and participation records.

Compliance

- Ensure a safe, inclusive and welcoming environment assisting the General Manager on all compliance requirements including Health & Safety; Safeguarding; Insurance; Equality and Diversity; management of data in line with GDPR; UK Border Agency checks;
- Collate all music performance records for rights payments;
- Manage centralized records for all photography permissions and store securely;
- Manage all records relating to compliance including H&S, GDPR, DBS checks in line with ROH procedures;
- Maintain records of all Fire Marshalls and First Aid training across both sites, ensuring compliance and organizing training and briefings as necessary;
- Support General Manager in managing risk register - recording and following up on incidents.

Planning and Business Development:

- Liaise with Building Management on capital works and repairs;
- Work with General Manager to instigate and manage a cross-departmental events calendar, aligned to the Comms calendar managed by Audiences & Media;
- Support General Manager on special projects.

General Administration and Office Management:

- Provide the first line point of contact for Royal Opera House staff and external callers/visitors for the L&P, including managing the email inbox for general enquiries and distributing mail;
- Oversee office management ensuring a safe and efficient environment;
- Record meetings as required;
- Provide occasional cover for the Assistant to the Director of Learning and Participation as required during the PAs annual leave and at other busy times.

Contribute to wider L&P efforts

- Play an active role across the L&P team to ensure an integrated approach to is achieved;
- Collaborate with ROH Bridge and L&P Thurrock;
- Act as an ambassador for ROH L&P, positively promoting the full portfolio of our work internally and externally;
- Participate in cross-ROH initiatives as agreed.
- Assist with delivery of Learning and Participation events and activities as required.

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.

This role forms part of a large department and you will be expected to support other projects and programmes as required.

This position is based in Covent Garden but requires regular work in other locations of England as directed.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

PERSON SPECIFICATION:

Minimum Skill, Knowledge and Experience Requirements:

- Excellent organizational skills with strong administration and planning skills and a systematic approach to managing a busy office;
- Strong financial acumen with evidence of successful resource and budget administration and proven experience of using e-procurement or accounting software;
- Excellent written and verbal communication skills with a high standard of written English and experience of report writing;
- Strong time management skills with the ability to meet deadlines and identify future workload;
- Experience of compliance and its management;
- Excellent level of IT skills including Microsoft Office and proven experience of database management and operation.

Other Essential Skills, Knowledge and Experience:

- Experience of working within the arts and cultural sectors with an interest in opera or ballet;
- Accuracy and attention to detail.
- Pragmatism, with a common-sense approach to problem solving;
- Capacity to work under pressure and manage a busy workload with high productivity;
- Ability to work in close collaboration as part of a team and independently under direction;
- Ability to maintain discretion and confidentiality at all times;
- A commitment to delivering a high standard of work;
- Ability to deal sensitively with the general public and a wide range of external and internal stakeholders in a confident and professional manner;
- Commitment to widening diversity and promoting social mobility.

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.

